

- 2 -

We appreciate your cooperation in requiring vendors to
comply with North Carolina laws.

Very truly yours,

Margaret A. Force

Margaret A. Force
Assistant Attorney General

L. Darlene Graham

L. Darlene Graham
Assistant Attorney General

cc: Consumer Discount Group
Christian Network
Public Staff - North Carolina Utilities Commission

ut:ldscivlc.mf

0-1 1 980 2 000 1 6 5019

P. 2

P. 2

P. 2

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100

DATE

Abstract

DATA

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1. The first of the three is the "General" or "Overall" view of the world. This is the view that the world is a single, unified entity, and that all things are interconnected and interdependent. This view is based on the idea of the "cosmos" or "universe" as a whole, and is often associated with the concept of "holism" or "wholeness".

OFFICIAL NUMBER

THE UNIVERSITY OF CHICAGO PRESS

[illegible]

1) I do not want to give away an enormous part of my business. I do not want to see Long Beach Southern shut down to make a mistake or two. (Cory Orr)

1997

1. The first step in the process of creating a new product is to identify a market need. This involves conducting market research to determine what consumers want and what problems they are trying to solve.

OFFICIAL ENTRY/APPLICATION FORM

Must Be Filled Out Completely To Qualify

Cherokee Giveaway



PLEASE PRINT

Full Name Ruth Diederich Date 9-4-94
Address 233 N. State St.
City Chilton State WI Zip 53014
Home Phone (Required) (414) P 49-4702
Signature (Required) Ruth Diederich

Yes... I want to win the 1994 Jeep Cherokee. PLEASE ENTER MY NAME TO WIN! I am at least 18 years of age and am responsible for the telephone listed above. I understand that my long distance service will be converted, however, I am under no obligation, and may cancel at any time. I understand that I may designate only one carrier at a time, and I hereby designate Digital Dial Communications as my primary long distance provider. Should there be any charges connected with this conversion, I will be reimbursed 100%. Giveaway rules are on the reverse side of this entry/application.

Please, One Entry Per Household.

**This is not a mailing list, timeshare, or vacation offer!
You need not purchase anything to win!
Your entry is confidential.**

Back of form

Our purpose is to obtain a letter of agency which allows us to introduce you to discounted long distance products through Digital Dial Communications. You are under no obligation for any specific time period and may cancel at any time, FREE.

1994 Cherokee Giveaway Official Rules

1. This offer is void where prohibited by law. 2. You do not need to be present to win. 3. You may enter The Cherokee Giveaway without conversion by printing your complete name and address on a postcard and mailing it to Digital Dial Communications at the address below. One per household. 4. The drawing will take place December 31, 1994. 5. The winner may choose the Cherokee (with standard equipment) or \$15,000 cash as the prize. 6. The winner will be notified by certified mail and must claim his/her prize within 30 days of attempt to notify. Should the person whose entry is drawn not respond within 30 days, another entry will be drawn and likewise notified until a winner is found and declared. 7. Any and all taxes, State, local, or Federal, are the sole responsibility of the winner. 8. The odds of winning are estimated at 1 in 250,000, however, actual odds will depend on the number of valid entries received before the drawing date. 9. The name of the winner may be obtained by written inquiry to Digital Dial Communications, 624 Six Flags Drive, Suite 214, Arlington, Texas 76011.

☐ I am not interested in saving money on my long distance calls. Enter me in the drawing only. I am requesting that you do not convert my long distance service.

This form is the property of Digital Dial Communications. Possession or use of this form by anyone other than the above without prior written permission constitutes illegal use and will be subject to punitive damages and prosecution to the fullest extent of the law.

RDU**RALEIGH-DURHAM AIRPORT AUTHORITY**

P. O. Box 80001, RDU Airport, North Carolina 27623 / 919-840-2100

Telefax / 919-840-0175

JOHN C. BRANTLEY
AIRPORT DIRECTORDURHAM
F. V. ALLISON, JR.
CHAIRMAN
LENORE BEHARWAKE COUNTY
JAMES B. HYLER, JR.
VICE CHAIRMAN
G. SMADES YORKDURHAM COUNTY
RONALD A. GREGORY
TREASURER
GEORGE H. CONKLINRALEIGH
MARGARET RIDDLE
SECRETARY
JOSEPH M. SANSON

February 2, 1994

Telecom America, Inc.
Suite 206
2101 Corporate Boulevard
Boca Raton, Florida 33431

Gentlemen:

Our mail recently included a check form, copy enclosed, apparently issued by you in an attempt to seduce us into designating you as the primary operator service provider for our public telephones.

We consider this form of solicitation to be grossly and intentionally misleading, especially as it appears to be clearly intended to induce lower-level employees such as receivables clerks who open mail into authorizing an operator change on behalf of the organization of which they have no knowledge and for which they have no authority. The end result, as I expect you hope, is that a change which most probably would not be authorized were a direct approach taken is made and is neither readily noticed nor easily reversed.

We have no intention of allowing your company to represent or do business with us in any way at any time for any reason. Do not direct any more of your materials to us by mail or any other delivery means.

We are by copy of this letter to North Carolina Attorney General Michael Easley requesting that his office look into your business practices to determine whether or not they comply with the requirements of North Carolina law. We do not wish to see anyone adversely affected by what we consider to be at the least highly questionable practices.

Sincerely,

John C. Brantley
Airport Director

Enclosure

cc: Attorney General Michael Easley

DATE	DESCRIPTION	NET AMOUNT
01/24/94	<p>Dear Pay Phone Customer:</p> <p>In accordance with current FCC guidelines, you may now receive commissions of 10% (interstate) plus an additional surcharge of \$0.25 where applicable on calling card and collect calls. The commission you will receive will be in addition to the normal check you now receive on the coin traffic at your location. The check attached is reimbursement for the one time processing fee assessed to you by your regional carrier, which will be identified on your phone bill as PIC activation. Your additional commission plan will be activated with the deposit of this check. If your pay phone number on the lower portion of this check is different from that shown, please fill in the correct number in the space provided below.</p> <p>Please direct any questions to your customer service representative at 1-800-745-8215</p>	\$5.00
2191	RETAIN THIS CHECK STUB FOR YOUR RECORDS	

TELECOM AMERICA, INC.

BOCA CORPORATE CENTER

2101 CORPORATE BLVD., SUITE 200

BOCA RATON, FL 33431

PAY PHONE NUMBER: (919) 840-9483

FILL IN IF INCORRECT: _____

FILL IN BUSINESS PHONE () _____

PAY TO THE ORDER OF Five and 00/100 *****

ORDER OF RALEIGH-DURHAM INT'L

AIRPORT

P O BOX 80001

RLGH NC 27623

88-333567-603371

603371

☐ BY ENDORSING, CASHING OR DEPOSITING THIS CHECK, THE PAYEE HEREBY DESIGNATES TELECOM AMERICA, INC., AS ITS AGENT, OR ITS ASSIGNEE, (TELECOM) TO BE MY PRIMARY OPERATOR SERVICE PROVIDER (OSP) FOR MY PAYPHONES(S) LISTED HEREON, AND TO NOTIFY MY LEC OF THE CHANGE. (MORE THAN ONE DESIGNATION MAY INVALIDATE DESIGNATIONS.)

- 1) MY CURRENT LOCAL TELEPHONE CARRIER (LCC) WILL CONTINUE TO COMPLETE ALL LOCAL CALLS.
- 2) AT&T WILL CONTINUE TO COMPLETE AUTHORIZED DIRECT DIAL IN CALLS.
- 3) TELECOM WILL COMPLETE AUTHORIZED 0+ CALLS WHICH REQUIRE THE USE OF OPERATOR SERVICES.

THIS CHECK IS REIMBURSEMENT FOR A CHARGE THAT WILL SHOW ON MY BILL AS A PIC ACTIVATION CHARGE. FUTURE CHARGES MAY ALSO INVOLVE A CHARGE.

Carrier PIC: TELECOM AMERICA/

NOT VALID IN EXCESS OF: \$5.00

DATE

AMOUNT

01/24/94

***\$5.00**

Larry Lewis

CHECK VOID AFTER 90 DAYS
NATIONSBANK OF FLORIDA, N.A.
BOCA RATON, FL 33623
63-243670

603371 0067002436 3601905310

[REDACTED]

3

[illegible]

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

December 6, 1994

To Dave Gilles

From Herschel Elkins

Re: Sonic Communications

Attached is a copy of the front and back of the check sent to consumers as copied on a regular copier and the front and back of the same check darkened as much as we could darken it on the copier. On the original, the back cannot be read unless held up to a strong light.

42

SONIC COMMUNICATIONS, INC
9755 DOGWOOD ROAD, SUITE 100
ROSWELL, GA 30075

WACHOVIA BANK
OF GEORGIA, N.A.
ATLANTA, GA 30383
84-1/610

412770

03/25/1994

PAY TO THE ORDER OF MANNY REYES

10.00*****
\$

TEN DOLLARS AND 0/100*****

DOLLARS

VOID

MANNY REYES
2618 26TH ST
SANTA MONICA CA 90405

LONG DISTANCE REBATE

MEMO

3104504072 412770 061000010 12 612 516

ENDORSE HERE

X

1

ENCLOSURE OF THIS CHECK WITH RESERVING SYSTEMS DEPARTMENT OF THE UNITED STATES DEPARTMENT OF THE TREASURY MAY BE USED FOR DEPOSIT ONLY. NO OTHER INFORMATION OR VALUE DO NOT WRITE, STAMP, OR SIGN BELOW THIS LINE RESERVED FOR FINANCIAL INSTITUTIONS.

FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

SONIC COMMUNICATIONS, INC
8755 DOGWOOD ROAD, SUITE 100
ROSWELL, GA 30075

WACHOVIA BANK
OF GEORGIA, N.A.
ATLANTA, GA 30363
64-1/810

412770

03/25/1994

PAY TO THE ORDER OF MANNY REYES

10.00*****

TEN DOLLARS AND 0/100*****

DOLLARS

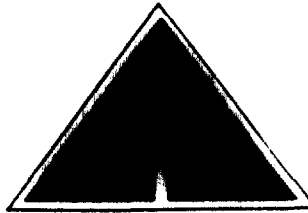
MANNY REYES
2618 26TH ST
SANTA MONICA CA 90405

Michael
LONG DISTANCE REBATE

MEMO

3104504072 #412770# :061000010: 12 612 516 #

43



Hardy Construction Company, Inc.

GENERAL CONTRACTORS
March 25, 1993

RE: The Furst Group
AT&T Bill Manager SM Service
Account 615-6064-246
Deception of Trade Service

Mr. Jordan Abbott
Office of Attorney General
200 Tower Building
323 Center Street
Little Rock, Arkansas 72201

Dear Jordan:

Attached is documentation of bills presented for payment and literature from The Furst Group Company.


The Furst Group slammed our long distance service. The Furst Group was not authorized to change Hardy Construction Company, Inc.'s long distance service from AT&T to the Furst Group on November 30, 1992. As of March 25, 1993, we have changed the long distance service back to AT&T and are being credited for the changes. I contacted The Furst Group at 1-800-233-4736 to ask who authorized the change and they said that I did on November 30, 1992. I did not. Mary stated that they have a voice tape of the authorization and would play it back to me in two days.

My office was contacted today, by Mr. Wayne Roberts of The Furst Group, concerning long distance service and stated to Mrs. Rebecca Gore of our firm that he was with AT&T. Mr. Roberts gave me a phone number, 313-645-1960, to contact him.

I feel that The Furst Group should be investigated for deception of trade service.

If I can be of assistance, please contact me.

Yours Very Truly,
Hardy Construction Company, Inc.


John G. Hills P.E.
Office Engineer

Attachments

46

Barham Law Office
Attorneys at Law
111 E. Walnut St.
Paris, Arkansas 72855

R. Kevin Barham
Sean T. Keith

DEC 05 1994
**ATTORNEY GENERAL
OF
ARKANSAS**

Phone 501/963-3996
Fax 501/963-2209

November 30, 1994

Hon. Winston Bryant
Arkansas Attorney General
Consumer Protection Division
Attn: Mr. Abbott
200 Tower Building
323 Center Street
Little Rock, AR 72201

Re: Consumer complaint regarding: The Furst Group and
similar long distance service providers

Dear Mr. Abbott:

I am writing to register a complaint against The Furst Group, a long distance service provider with whom I have heretofore had no dealings whatsoever. Approximately eighteen months ago, I engaged in a contract with A.T. & T. providing for long distance service for three years, under which I face penalties should I change providers in consideration of discounts on such service from A.T. & T.'s usual rates.

With the federal government's deregulation of the long distance telephone business, I find there to be a terrific maze of consumer fraud by many "fly-by-nighters" who contract with companies like A.T. & T. and others for use of their lines and then resell the service to consumers. The many phone calls from solicitors of such business is annoying enough, but recently, I have encountered a much worse ordeal.

Today, I received a bill from "The Furst Group", a complete copy of which is enclosed. I have never had any contact or dealings with this outfit, and find from talking with representatives at A.T. & T. that I have been "slammed", as that term is used in the industry. That is to say, that my long distance service was changed without my knowledge or consent. I have written my local provider, G.T.E., and requested a block from future changes without written authorization, but feel that something else needs to be done to protect me, and others like me, from this ever broadening labyrinth of fraud.

I request that your office investigate this incident, and consider bringing action against The Furst Group to enjoin the use of these tactics. At least, I would like for you to communicate with The Furst Group (its number is provided on the enclosures), about my displeasure with having been "slammed", and perhaps transmit your report to the FCC, whom I am writing as well.

Thank you for your consideration.

Sincerely,



R. Kevin Barham
Attorney at Law

RKB/n

Encl:

cc: The Furst Group

THE FURST GROUP**AT&T Bill ManagerSM Service**

CUSTOMER: BARHAM, KEVIN ATTY
ATTN SHREEA MARTINES
111 E WALNUT ST
PARIS AR 72855

ACCOUNT NUMBER: 623-6855-145
INVOICE DATE: 11/19/94
DUE DATE: PAYABLE UPON RECEIPT
FOR BILLING INQUIRIES: 1 (800) 562-4230
FOR SERVICE INQUIRIES: 1 (800) 233-4736

BALANCE BROUGHT FORWARD

PRIOR BALANCE	\$.00
PAYMENTS	\$.00
ADJUSTMENTS	\$.00
BALANCE FORWARD	\$.00

NEW CHARGES

LONG DISTANCE CHARGES	\$2.82
OTHER CHARGES	\$5.00
FEDERAL TAX/SURCHARGE	\$.09
ST/LOCAL TAX/SURCHARGE	\$.16

TOTAL NEW CHARGES**\$8.07****NEW BALANCE****\$8.07****MESSAGES**

THE FURST GROUP welcomes you to our new discounted
AT&T Software Defined Network (SDN)

Are you losing valued customers? Studies show that 8 out of 10 companies increased their sales by having an 800 number. Now you can have your own 800 number billed on your 1+ invoice, with rates as low as 23% below AT&T's base rates. To get FREE INSTALLATION, call 1-800-305-4736 NOW!

This Bill Prepared By AT&T. Rates And Fees Established By: The Furst Group.

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE.

THE FURST GROUP

LONG DISTANCE SERVICES PROVIDED BY
THE FURST GROUP OVER AT&T FACILITIES
AT&T BILL MANAGER (SM) SERVICE PROVIDED BY AT&T

459 OAKSHADE RD.
SHAMONG NJ 08088

INVOICE DATE: 11/19/94**AMOUNT DUE: \$8.07**

PLEASE WRITE YOUR ACCOUNT NUMBER (623-6855-145) ON YOUR CHECK

6236855145111994000008074

BARHAM, KEVIN ATTY
ATTN SHREEA MARTINES
111 E WALNUT ST
PARIS AR 72855

MAKE CHECKS PAYABLE TO:
FURST GROUP/ATT
P O BOX 641214
DETROIT MI 48264-1214

Set 1

DAG-008-001
 Authority: PA33* (1976)
 Compliance: Voluntary
 Penalty: None

FRANK J. KELLEY
 Attorney General
 State of Michigan

CONSUMER PROTECTION DIVISION
 P.O. Box 30213
 Lansing, Michigan 48909

CONSUMER COMPLAINT

Complainant: _____

Complaint No.: _____

V.C. _____ S.I.C. _____

Received: DEC 09 1994

Investigation No.: _____

Closed: _____ Value: _____

DO NOT WRITE ABOVE THIS LINE

(Please type or use black ink)

NOTE: Please separate Set 1 & 2 before filling out.

Company Complaining Against ON-COR COMMUNICATIONS		
Street Address of Company 1412 MAIN STREET		
City DALLAS	State TX	ZIP Code 75202
Company's Telephone (800) 864-2149 CUST. SVC 800 825-5533 SALES DEPT.		County

Date of transaction? 9/2/94Did you sign a contract? NO(please attach a copy) --Where? --Name of salesperson? N/AIf advertised, when? N/AWhere? --Date you complained to company? 9/6/94How? PHONE To whom? ROSALYN / SALESIs there a court action pending? NOWhere? --Your Attorney --

1. Type or Print FIRMLY.

2. Use Additional Sheets if Needed.

3. REMEMBER: If we can't read your complaint we can't act.

Referred by: _____

Approximate Monetary Value: \$ _____

☐ Walk in☐ Mail**COMPLAINT DETAILS**

THE UNIVERSITY OF MICHIGAN USES AMERITECH PAYPHONES WITH AT&T AS THE DESIGNATED

LONG DISTANCE CARRIER. THE UNIVERSITY OF MICHIGAN HAS NEVER APPROVED ANY CHANGES
 IN LONG DISTANCE CARRIERS.

UNIVERSITY OF MICHIGAN

PRINT YOUR NAME
200 HILL STREET

STREET NUMBER
ANN ARBOR WASHTENAW MI 48104

CITY COUNTY STATE ZIP CODE

313 936-0965

BUSINESS PHONE

HOME PHONE

Marlene Kurts
 YOUR SIGNATURE
MARLENE KURTS

- Set 2

DAG 008.002
Authority: PA331 (1978)
Compliance: Voluntary
Penalty: None

ADDITIONAL COMPLAINT DETAILS

(Type or Press Firmly)


IN AUGUST 1994, FAMILY MEMBERS VISITING A CRITICALLY ILL PATIENT AT THE
U OF M HOSPITAL USED TWO PAYPHONES TO MAKE LONG DISTANCE CALLS (313-994-9700 & 313-994-9714)
THESE PAYPHONES WERE DESIGNATED AT&T AS THE LONG DISTANCE CARRIER AND THIS
INFORMATION WAS NOTED ON THE PHONES. WHEN THESE PEOPLE RECEIVED THEIR TELEPHONE
BILLS AT THEIR RESIDENCE, THEY WERE OVERCHARGE AND BILLED BY ON-COR - NOT AT&T.
THEY COMPLAINED TO THE UNIVERSITY ON 9/2/94.

BEING MADE AWARE OF THIS PROBLEM, WE IMMEDIATELY CONTACTED AMERITECH AND AT&T
TO GET THE LONG DISTANCE CARRIER REASSIGNED TO AT&T. ON 9/6/94 WE VERIFIED THAT
AT&T WAS AGAIN WORKING FOR BOTH OF THESE PHONES.

ON 9/6/94 WE CONTACTED SHERI / ONCOR CUSTOMER SERVICE AND ROSALYN / ONCOR SALES
TO COMPLAIN AND REQUEST ADJUSTMENTS FOR THESE OVERCHARGES. WE ALSO EXPLAINED WE
WOULD BE FILING A FORMAL COMPLAINT WITH THE MICHIGAN ATTORNEY GENERAL'S OFFICE.

ONCOR HAD NO AUTHORITY TO INITIATE ANY CHANGE TO OUR SERVICE AND THEY DID
NOT CHANGE THE LONG DISTANCE CARRIER INFORMATION THAT WAS POSTED ON THE PHONES.

THIS IS AN ONGOING PROBLEM WITH ONCOR WHICH WE WOULD LIKE TO HAVE
PERMANENTLY RESOLVED.


Your Signature MARLENE KURTS / UNIVERSITY OF MICHIGAN

1 CPA 94-132/5627c
2 GRANT WOODS
3 Attorney General
4 SYDNEY K. DAVIS, Chief Counsel,
5 Consumer Protection & Antitrust Section
6 NOREEN R. MATTS
7 Assistant Attorney General
8 315 State Government Building
9 402 West Congress
10 Tucson, Arizona 85701-1367
11 Telephone: 628-6504
12 Attorney for Petitioner
13 Pima County Computer No. 36732

14 IN THE SUPERIOR COURT OF THE STATE OF ARIZONA

15 IN AND FOR THE COUNTY OF PIMA

16 In the Matter of:)

17 MATRIX TELECOM, INC.,)

18 Respondent.)

No. C 302354

APPROVAL OF ASSURANCE
OF DISCONTINUANCE

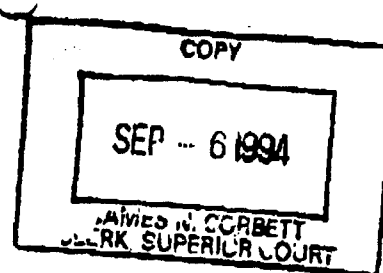
*Assigned To
Judge Buchanan*

19 Pursuant to Arizona Revised Statutes § 44-1530, the
20 attached Assurance of Discontinuance is approved by the Superior
21 Court of the State of Arizona in and for the County of Pima.

22 DATED this 6 day of Sept., 1994.

23 **ROBERT A. BUCHANAN**

24 JUDGE OF THE SUPERIOR COURT



1 CPA 94-132
2 GRANT WOODS
3 ATTORNEY GENERAL
4 SYDNEY K. DAVIS, CHIEF COUNSEL,
5 CONSUMER PROTECTION & ANTITRUST SECTION

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ARIZONA SUPERIOR COURT
COUNTY OF PIMA

IN THE MATTER OF:

MATRIX TELECOM, INC.,
RESPONDENT.

C 302351

No.

ASSURANCE OF DISCONTINUANCE

*Assigned To
Judge Buchanan*

The State of Arizona ex rel. Grant Woods, the Attorney General, and Respondent, MATRIX TELECOM, INC., a wholly owned subsidiary of Matrix Communications, LLC, hereby agree to the entry of this Assurance of Discontinuance pursuant to A.R.S. §44-1530 of the Arizona Consumer Fraud Act.

1. MATRIX TELECOM, INC., (hereinafter Respondent) is a Texas corporation which does business in Arizona. As part of its business, Respondent purchases blocks of long distance telephone service from common carriers and then re-sells the long distance service to consumers, including Arizona consumers.

2. Respondent employed various agents, one of which was Consortium 2000, Inc., to market Respondent's long distance service in Arizona.

1 As part of the marketing strategy, Consortium 2000 Inc. and its sales
2 agent, Millennium Telecom Inc., placed entry boxes in Arizona
3 businesses. Although Matrix was unaware of the precise promotional
4 methodology, and therefore did not authorize the language utilized by
5 the agents on the entry boxes, some of these entry boxes advertised
6 that consumers could enter to win "A Dream Vacation in Hawaii" and that
7 with each completed entry form, a donation would be made to a non-
8 profit "drug rehab" organization.

9 3. In order to win the dream vacation to Hawaii, consumers had to
10 fill out an entry form which was attached to the "Dream Vacation" entry
11 box. A disclosure on the bottom of the entry form in print smaller
12 than print appearing elsewhere on the entry form stated that consumers
13 were authorizing the conversion of their long distance service to
14 Respondent.

15 4. The Attorney General has reason to believe that the entry boxes
16 and forms were misleading. Some Arizona consumers believed they were
17 entering a contest to win a Hawaiian vacation and that money would be
18 donated to a charity if they filled out an entry form. Some consumers
19 did not know that by filling out the entry forms to win a vacation,
20 they were in fact signing a Letter of Agency (LOA) authorizing the
21 switch of their long distance telephone service to Respondent. The
22 Attorney General believes that Respondent should have exercised more
23 control of its agent to prevent Arizona consumers from being misled in
24 this manner.

25 5. Therefore, and without admitting any violation of the law,
26 Respondent agrees to the following:

27 a. Consistent with the letter of agreement Respondent signed
28 with the Federal Communications Commission (FCC) on February 3, 1994,

1 Respondent will refrain from promoting its long distance service in
2 Arizona by utilizing LOA's containing offers or inducements unrelated
3 to long distance telephone service.

4 b. If at any point in the future, Respondent enters into any
5 other written agreement with the FCC which supersedes the letter of
6 agreement of February 3, 1994, and which permits Respondent to promote
7 its long distance service utilizing LOA's containing offers or
8 inducements unrelated to its long distance service, Respondent may
9 again promote such offers or inducements in Arizona provided that the
10 offers or inducements are consistent with that future agreement with
11 the FCC, and provided that:

12 1) Such offers or inducements comply with applicable rules
13 promulgated by the FCC and all other applicable federal or state laws,
14 regulations or rules;

15 2) Entry boxes or any other promotional material promoting
16 such offers or inducements clearly and conspicuously state on the face
17 of the entry box or the promotional material that the primary purpose
18 of the offer or inducement is to switch consumers' long distance
19 telephone service from their current carrier to that of Respondent.

20 a) The entry boxes or other promotional material
21 cannot state or imply that the primary purpose of the promotion is the
22 unrelated offer or inducement;

23 b) The clear and conspicuous statement regarding the
24 primary purpose of the promotion must be in a print as large and as
25 dark as any other print on the face of the entry box or other
26 promotional material, and the statement must not be obscured by any
27 logo, print, or otherwise.

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